

HOW TO REGISTER FOR AN ACCOUNT

For Technical and Non-Technical Issues

Contact **ATL311.com** or **404-546-0311** to create a case.

HOW TO REGISTER FOR AN ACCOUNT



Login or Register

Home Apply (NEW Business) Renew Map Today's Inspections Pay Invoices Search Calendar

GENERAL BUSINESS LICENSE RENEWAL SEASON BEGINS JANUARY 1, 2022

Welcome to the City of Atlanta Self Service

GENERAL BUSINESS LICENSE RENEWALS

FOR LICENSE YEAR 2021: FAILURE TO RENEW BY DECEMBER 31, 2021, WILL RESULT IN A \$500 PENALTY

FOR LICENSE YEAR 2021: FAILURE TO PAY BY DECEMBER 31, 2021, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL

- Login or Register**
Login to an existing or create a new account. You can also find help if you forgot your login information.
- Start a NEW Business**
NEW General Business License, Financial Institution, Insurance, Professional License
- RENEW My License for EXISTING Business**
This tool can be used to RENEW an EXISTING Business License and Permit ONLY.
- Pay Invoice**
Use this tool to pay for individual invoices.
- APPLY for a NEW Alcohol License**
NEW Alcohol License, Change of Agent, Temporary Alcohol License, Special Event Alcohol License
- APPLY for a NEW Regulatory Permit**
NEW Health Establishment Permit, Massage Permit, Commercial Recreation, Adult Entertainment, Vehicle Immobilization
- Other Business License Needs/Requests**
Business Information Changes, Going Out of Business Sale, Business License Amendments, Final Close
- Downloadable Forms - Office of Revenue**
This link will take you to the AtlantaGa.gov website to download the required Business License Documents.
- Downloadable Forms - Alcohol/Regulatory Permit**
This link will take you to the AtlantaPD.org website to download the required Alcohol License and Permit Documents.
- Map**
Explore the map to see the activity occurring in your neighborhood.
- Calendar**
Click here to find out about certain events like holidays and public hearings.
- Still Have Questions?**
Click here for additional information and/or to create a case relating to your license.

1. To register on CSS, click **Login or Register** from the center of the home page or top right corner of the page.

NOTE: For existing customers, you **must** register with the email account that is currently associated with your existing license account with the Atlanta Police Department or the Office of Revenue.

To have your email address updated or linked to your account, Contact **ATL311.com** or **404-546-0311** to create a case.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

2. **Don't have an account?** Click **Sign up** when this window loads.



Sign in to community access services for the City of Atlanta.



Sign in with Google



Sign in with Apple



Sign in with Microsoft



Sign in with Facebook

OR

OR

Email address

Password

☐ Remember me

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)


HOW TO REGISTER FOR AN ACCOUNT (cont'd)

3. From the “**Create an account**” window, enter the following information

- Enter Your First Name
- Enter Your Last Name
- Enter an Email Address to be Associated to Your Contact Record
- Choose and confirm a password.

Note: Passwords must be minimum length 8 characters to include 1 uppercase character, 1 lowercase character, and does not contain part of username.

Click **Sign up** to proceed to the next step.



Create an account

paisleyprincess2020@gmail.com

•••••

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

First name *

! This field cannot be left blank


Last name *

* indicates required field

Sign up

[Back to sign in](#)

4. If your email has been used to sign up in ATLCore, you will see the below message. Click **Back to sign in** and repeat step 3.



Create an account

! An account with that email already exists

paisleyprincess2020@gmail.com

•••••

HOW TO REGISTER FOR AN ACCOUNT (cont'd)



Verification email sent

To finish signing in, check your email.

[Back to sign in](#)

5. You will receive a confirmation email to the email address entered during step 3. Follow the instructions in the confirmation email to confirm your account.

Welcome to your Community Access account Inbox x

Community Access Identity <noreply@identity.tylerportico.com>
to me ▾

6. From email, click **Activate account**. You will be redirected back to ATLCORE Citizen Portal after clicking **Confirm**. Click Log in.

okta

Hi Pepper,

Welcome to your Community Access account!

Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications.

This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

[Activate account](#)

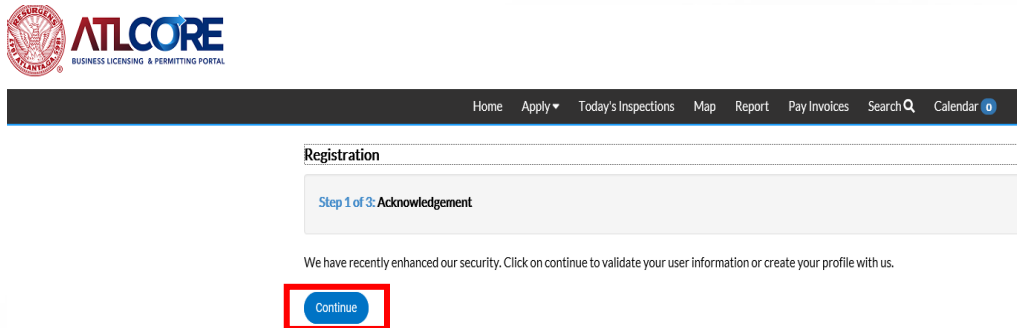


HOW TO REGISTER FOR AN ACCOUNT (cont'd)

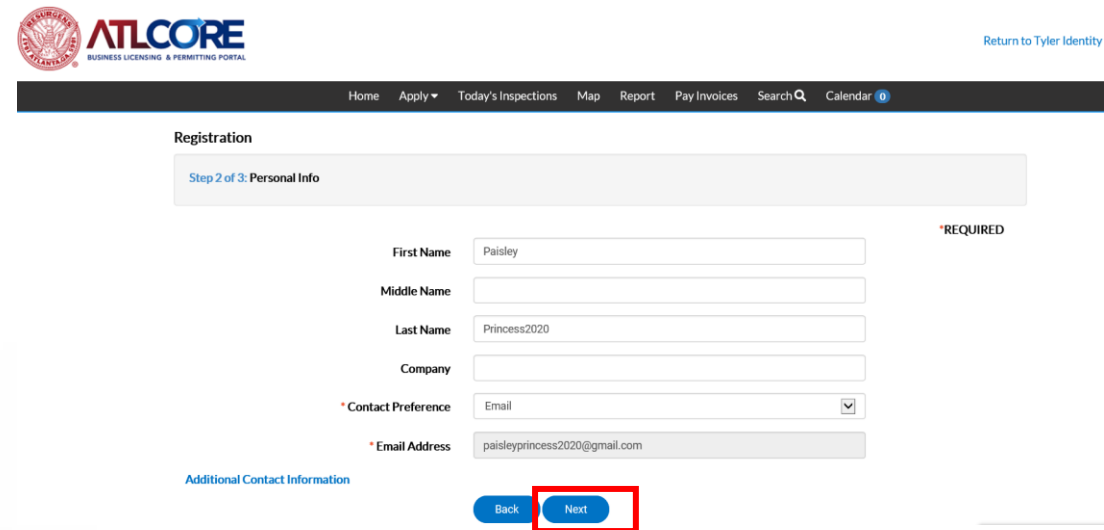
7. Complete the Registration process:

Step 1 of 3: Acknowledgement

Click **Continue** to acknowledge the statement below.



The screenshot shows the ATL CORE Business Licensing & Permitting Portal. The navigation bar includes links for Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main heading is "Registration" with a sub-heading "Step 1 of 3: Acknowledgement". Below this, a message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is highlighted with a red box.



The screenshot shows the ATL CORE Business Licensing & Permitting Portal. The navigation bar includes links for Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main heading is "Registration" with a sub-heading "Step 2 of 3: Personal Info". Below this, a message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is highlighted with a red box.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name: Paisley

Middle Name:

Last Name: Princess2020

Company:

* Contact Preference: Email ☒

* Email Address: paisleyprincess2020@gmail.com

Additional Contact Information

Back Next

Step 2 of 3: Personal Info

Enter the requested information in the form.

- **Note: First Name, Last Name, and Email Address** should automatically populate from the registration information entered during **Step 3**.
- Enter **Middle Name**, if desired but it is not required.
- Enter Your **Company Name**, if applicable.
- Select Your **Contact Preference**. (Required)
- Click Additional Contact Information
- Add Phone numbers. (Business, Home, Mobile, Fax, Other)
- Click **Next**.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

Registration

Step 3 of 3: Address

*REQUIRED

Country Type

*Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

*Address Type

[Back](#) [Submit](#)

Complete the Final Step in the Registration Process

Step 3 of 3: Address

- Select Your **Country Type**: (US, International, Canada)
- **Street Number** is entered on **Address Line 1**
- Select the **Pre-Direction**: (E, N, NE, NW, S, SE, SW, W)
- **Street Name** is entered on **Address Line 2**
- Select the **Street Type**: (RD, ST, AVE, PKWY, etc.,)
- Select the **Post Direction**: (E, N, NE, NW, S, SE, SW, W)
- Enter **Unit or Suite**, when applicable: (Unit, Suite, Apartment, Building, etc.,)
- Enter Your **City**
- Select **State** from drop down list
- Enter Your **Postal (Zip) Code**
- Enter the **County** for Your Address (ex: Fulton)
- Select the **Address Type**: Additional Location, Business Location, Event Location, Home (Principal), Home Address, Mailing
- Click **SUBMIT** to Complete the Registration Process

HOW TO REGISTER FOR AN ACCOUNT (cont'd)



Freddie Mertz -

Dashboard Home Apply (NEW Business) Renew Map My Work Today's Inspections Pay Invoices Search Calendar

Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311.

My Licenses

Expired 136 DAYS <small>Freddie's Construction - Test</small> <small>No. GBL-0821-06056</small> <small>Type: General Business Lic...</small> <small>Renew</small>	Expired 127 DAYS <small>Mertz Retail Trade - Test</small> <small>No. GBL-0821-05378</small> <small>Type: General Business Lic...</small> <small>Renew</small>	Expired 74 DAYS <small>Mertz Manufacturing II - TEST</small> <small>No. GBL-1021-07108</small> <small>Type: Business License Re...</small>	Expired 61 DAYS <small>MAGIC MUFFINS - Test</small> <small>No. ALCO-1021-07688</small> <small>Type: Alcohol License - Ret...</small> <small>Renew</small>	Draft 2 <small>Alcohol License - Co...</small> <small>General Business Lic...</small>
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[View My Licenses](#)

NOTE: Your name will appear in the top right corner of the portal when logged in. Click the small arrow to the right of your name to view a menu of account options.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
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[View My Permits](#)

My Inspections

Requested 0	Scheduled 0	Closed 0
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[View My Inspections](#)

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)

CONGRATULATIONS!!

YOU HAVE SUCCESSFULLY COMPLETED THE REGISTRATION PROCESS.

YOU ARE NOW ON YOUR DASHBOARD THAT WILL SHOW ANY ACTIVITY ASSOCIATED TO YOUR ACCOUNT.

